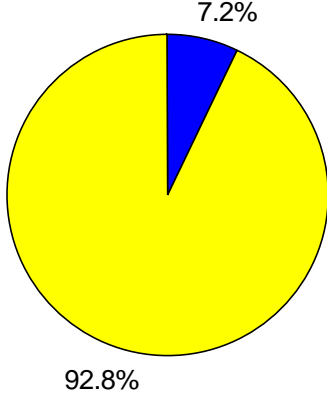


## Planning Commission

### 36-04-Customer Service Information Responses

Fund/Agency: 001/36	Planning Commission	<div><b>CAPS Percentage of Agency Total</b></div>  <div><span>■ Customer Service Information Responses</span> <span>■ All Other Agency CAPS</span></div>
Personnel Services	\$39,262	
Operating Expenses	\$6,389	
Recovered Costs	\$0	
Capital Equipment	\$0	
<b>Total CAPS Cost:</b>	<b>\$45,651</b>	
Federal Revenue	\$0	
State Revenue	\$0	
User Fee Revenue	\$0	
Other Revenue	\$0	
<b>Total Revenue:</b>	<b>\$0</b>	
<b>Net CAPS Cost:</b>	<b>\$45,651</b>	
Positions/SYE involved in the delivery of this CAPS	1/1.6	

#### ► CAPS Summary

This customer service encompasses all questions and requests for information on the Planning Commission and land development that are funneled through this office whether by telephone, mail, walk-ins, or website inquiries. Requests for information come in routinely from Board offices, Commission members, County staff, the development community, and County citizens, and vary in difficulty level from simple requests on Commission operations to more extensive requests into archived Commission records dating back to 1938.

#### ► Method of Service Provision

All eight Commission staff members are responsible, in varying degrees, for providing information on Commission actions and responses to information requests, whether it be by office visits, telephone, mail, or web site access. The difficulty level of the information request, or individual knowledge of the staff member, determines who may respond to various customer service information requests.

## *Planning Commission*

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While most of the requests are currently by telephone or mail, the last several months have seen a surge of requests come in by the newly-launched Commission website. The site, which premiered in February, has been garnering a lot of interest, and offers another alternative to the public to request information, as well as gather continuing updates on Commission actions.

Although the staff size is small, the Commission Office is able to extend "normal" County operating hours through flexible staff schedules. With such flexibility, the Commission Office generally maintains some portion of operations from 7:00 a.m. to 6:30 p.m. daily, and through the completion of Commission meetings on Wednesday and Thursday evenings. Due to the website information posted, much information is also available on a 24/7 basis to computer users.

### ► Performance/Workload Related Data

Title	FY 1998 Actual	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate <sup>1</sup>	FY 2002 Estimate
Information requests processed	21,974	18,222	15,242	18,210	17,000
Information requests handled at time of inquiry	10,987	15,489	13,958	17,729	15,300
Information requests processed within four days	10,987	2,733	1,298	481	1,700
Average cost per information request processed	\$4.92	\$5.79	\$6.95	\$7.10	\$7.07

<sup>1</sup>FY 2001 data are actual.